

AMENDMENTS TO THE CLAIMS

The listing of claims will replace all prior versions of claims in the application.

Listing of Claims:

Claims 1-33 (cancelled)

34. (New) A method of providing a context sensitive mapping of a plurality of help informational items in an information retrieval system, comprising the steps of:

establishing a database having at least one record entry, the at least one record entry defining relationship between an originating location from which a help request is originated and corresponding ones of the plurality of help informational items, and the at least one record entry each including a relationship type which is based on characteristic similarities between the help informational items, and a relationship strength value which is based on historical frequency of any related informational items being selected by a user;

detecting a subsequent user's selection of a help informational item from the originating location; and

presenting to the subsequent user any informational items related to the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values.

35. (New) The method of claim 34, wherein the presenting step further includes a step of presenting a sorted list based on the respective relationship types and relationship strength values from which the subsequent user can select, thereby benefiting from a prior user's navigation of the selected help informational item.

36. (New) The method of claim 34, further comprising a step of updating the relationship strength value.

37. (New) An apparatus for providing a context sensitive mapping of a plurality of help informational items in an information retrieval system, comprising:

a database having at least one record entry, the at least one record entry defining relationship between an originating location from which a help request is originated and corresponding ones of the plurality of help informational items, and the at least one record entry each including a relationship type which is based on characteristic similarities between the help informational items, and a relationship strength value which is based on historical frequency of any related informational items being selected by a user; and

D a navigation interface for detecting a subsequent user's selection of a help informational item from the originating location, and for presenting to the subsequent user any informational items related to the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values.

38. (New) The apparatus of claim 37, wherein the navigation interface is adapted for presenting a sorted list based on the respective relationship types and relationship strength values from which the subsequent user can select, thereby benefiting from a prior user's navigation of the selected help informational item.

39. (New) The apparatus of claim 37, wherein the navigation interface is adapted for updating the relationship strength value.

40. (New) A computer readable storage medium having stored thereon computer program for implementing a method of providing a context sensitive mapping of a plurality of help informational items in an information retrieval system, said computer program comprising a set of instructions for:

establishing a database having at least one record entry, the at least one record entry defining relationship between an originating location from which a help request is originated and corresponding ones of the plurality of help informational items, and the at least one record entry each including a relationship type which is based on characteristic similarities between the help

informational items, and a relationship strength value which is based on historical frequency of any related informational items being selected by a user;

detecting a subsequent user's selection of a help informational item from the originating location; and

presenting to the subsequent user any informational items related to the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values.

41. (New) The computer readable storage medium according to claim 40, wherein the presenting step further includes a step of presenting a sorted list based on the respective relationship types and relationship strengths from which the subsequent user can select, thereby benefiting from a prior user's navigation of the selected help informational item.

42. (New) The computer readable storage medium according to claim 40, further comprising an instruction for updating the relationship strength value.